

COMMUNITY CARE **SERVICES PROGRAM**

Annual Statewide Report *SFY 2009*

...Community support that makes sense for families

*"Our father always took care of our mother, who received PSSX, ERS, and HDM at home for a couple of years. When our father developed Alzheimer's we took turns rotating shifts to care for our parents. When we realized they could not be left alone, we rotated staying at night and on the weekends. Because of the stress of all of us working full-time jobs during the day and not getting much sleep at night, we all decided that it was time we found somewhere for them to live where they could have around-the-clock care. **Thank goodness for the Community Care Services Program!** Transition to the ALS was relatively stress-free, and the staff has gone above and beyond in caring for our parents. Our parents are continually checked on, have good wholesome meals, and are assisted in all activities of daily living. We are now able to enjoy the visits we have with our parents and enjoy them for who they are in their last years together."*

Caregiver children ages 49, 48, 45, & 43 of consumers age 69 and 77

Griffin, Southern Crescent Area Agency on Aging



...Avoiding institutionalization

*"Without the ERS, HDM, and PSS services provided by the CCSP, my mother would have been placed in a nursing home well over a year ago. I cannot possibly express what it means to keep my mother home and to be able to adequately meet her needs while at the same time provide for my own family. **The aide provides the backbreaking work of bathing, grooming, and dressing as well as light homemaking and laundry. This allows me to do the rest without being too overwhelmed. The meals assist my mother to eat more appropriately and the ERS button is such a safety net, due to her history of falls. The care coordinator is also helpful in providing other referrals and support.**"*

Daughter caregiver of female consumer age 66
Richmond Hill, Coastal GA Area Agency on Aging

SFY 2009 CCSP Annual Report reflects data through 6/09
Issued December 2009

COMMUNITY CARE SERVICES PROGRAM

CCSP PURPOSE

The CCSP waiver program:

- assists individuals who are older and/or people with physical disabilities to live dignified and independent lives in their homes or with their families and/or caregivers;
- offers eligible consumers a community-based, less costly alternative choice to nursing facility placement;
- provides a continuum of care so that individuals may be assured the least restrictive living environment suitable to their needs;
- maximizes coordination and development of community-based social, health and support services;
- encourages the development of innovative approaches to program management, ongoing staff training, and quality delivery of services.

NOTE: SFY 2009 was prior to the Governor's reorganization of state government agencies, so in this *Annual Report* the title Department of Human Resources and other Division and Office titles will be retained.

The CCSP Annual Report reflects State Fiscal Year 2009 activities completed by the Georgia Department of Human Resources (DHR) Division of Aging Services and other agencies. It is prepared for the following legislators and officers:

- SPEAKER OF THE HOUSE OF REPRESENTATIVES
- PRESIDENT OF THE SENATE
- CHAIRMAN OF THE HOUSE HEALTH AND HUMAN SERVICES COMMITTEES
- CHAIRMAN OF THE HOUSE HUMAN RELATIONS AND AGING COMMITTEE
- CHAIRMAN OF THE SENATE HEALTH AND HUMAN SERVICES COMMITTEE

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INTRODUCTION

OVERVIEW

➤ **The average length of stay for consumers enrolled in the CCSP is 49 months. CCSP services support consumers living in the community for over four (4) additional years.**

Georgia's DHR Division of Aging Services (DAS) Community Care Services Program (CCSP) provides support and direction to the Aging Network, which consists of 12 Area Agencies on Aging (AAAs), community service provider agencies, and other partners to ensure that Georgians eligible for nursing facility placement and Medicaid have the option of remaining in their homes or communities. DAS assists older individuals, at-risk adults, persons with disabilities, their families and caregivers to achieve safe, healthy, independent and self-reliant lives.

ELIGIBILITY

➤ **For 27 years, the CCSP has been an effective community based long term care alternative. Of eligible consumers, 92% choose the CCSP. Services and care coordination effectively delay or prevent institutionalization of consumers.**

The CCSP provides Medicaid eligible consumers with community-based services that support the consumer's choice to remain at home or in the community. Consumers must meet the same medical, functional, and financial criteria as for placement in a nursing facility under Medicaid. A physician certifies that the needs of the consumer may be met by the CCSP and available community resources.

SERVICES

➤ **The CCSP served 12,599 consumers, 76% of whom received the most frequently utilized service, Personal Support Services (PSS), while 48% received Emergency Response Services (ERS). Consumer satisfaction with services in SFY 2009 averaged 92% and 93% reported that their CCSP care coordinator assisted them in having a better quality of life.**

Care Coordination and a range of other community-based services support consumer choice to remain in the home or community. Coordinated through care coordinators and the primary physician, CCSP services include: Adult Day Health, Alternative Living Services, Emergency Response Services, Home Delivered Meals, Home Delivered Services (Home Health), Out-of-Home Respite Care, Skilled Nursing Services, Personal Support Services, and, Consumer Directed Personal Support Services.*

FUNDING

➤ **The CCSP Medicaid consumer care expenditure option is a cost-effective option to nursing facility placement. In SFY2009, CCSP Medicaid consumer expenditure averaged 29% of what it would cost for these consumers to be in a Medicaid nursing facility (a \$17,048 per consumer taxpayer savings, or, \$214,787,752).**

Pursuant to Title XIX of the Social Security Act, the Georgia Department of Community Health, funded with federal and state dollars, reimburses provider agencies for services through a federal Medicaid 1915(c) waiver for Home and Community-Based Services. Provider agencies render services in consumers' homes, licensed personal care homes, or adult day health centers. The Department of Human Resources (DHR), Division of Aging Services (DAS) administers and manages the CCSP through an inter-agency agreement with the Georgia Department of Community Health (DCH), Division of Medical Assistance (DMA).

* Refer to page 21 for **DESCRIPTION OF CCSP SERVICES**

GEORGIA: AGING TRENDS

By 2030, there will be over 72 million older individuals in the United States, more than twice their number in 2000. People 65 and older represented 12.4% of the population in the year 2000, and will represent 19.3% by the year 2030¹. “The elderly population in Georgia will increase by 143% between 2000 and 2030 versus a total population increase in Georgia of 46.8%.”²

Georgia had the tenth fastest growing elderly population (ages 60+) in the United States during 1990-2000. Over the 20th century (1900-1999), the number of Georgians ages 60 and above increased ten-fold, compared to a four-fold growth in the population overall. This unprecedented growth is expected to continue throughout the next decades.

It is estimated that 60% of the 2 million people living with Developmental Disabilities in the United States live with a family caregiver. Twenty-five percent of these caregivers are over age 60.³

As caregivers age and consumers with special needs live longer, there may be increasing need for caregiver support in the community.

Growth projections for Georgia seniors with chronic conditions clearly suggest that there will continue to be a substantial demand for home and community-based services as well as the probability of a significant impact on future Medicaid expenditures.

QUALITY of LIFE

...Program an asset, improves family quality of life

“Your program has improved my wife’s quality of life 90%. Prior to my discovering CCSP, I was hit or miss being the only caregiver. Your program has benefited me. I have some free time to take care of myself mentally and physically so I can better care for her. CCSP has given my wife a better attitude towards wellness. She was despondent and depressed before we found CCSP. The adult day health program and the aide have increased her morale and attitude. The program has been an asset to us both.”

Spouse caregiver age 77 of female consumer age 75
Loganville, Northeast GA Area Agency on Aging

¹ Data for past years data is from Census historical data and from current and recent Census tabulations. Data for 2010 to 2050 are from the Census 2008 national projections, issued August 14, 2008 (<http://www.census.gov/population/www/projections/2008projections.html>). Compiled by the U.S. Administration on Aging.

² Georgia’s Aging Population: What to Expect and How to Cope? Dr. Glen Landers et al, Fall 2005

³ The State of the State in Developmental Disabilities, Braddock, Hemp, Rizzolo, 2008

SAVINGS & PROGRAM COST EFFECTIVENESS

*Consumers served in the CCSP in SFY 2009
saved GA taxpayers \$214,787,752 in NF Medicaid costs*

The Department of Community Health reports that the average Medicaid cost for NF care in SFY 2009 was \$26,232 per person. The average Medicaid service benefits cost per CCSP consumer for the same period was \$9,184.

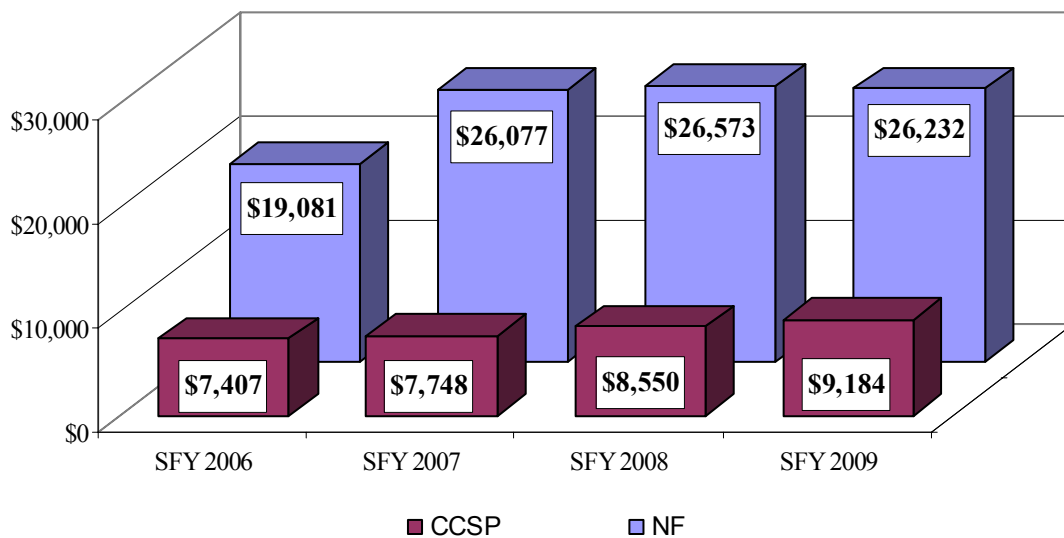


Figure 1

The CCSP Medicaid cost to maintain a consumer in the community averaged 35% of the Medicaid expenditure for a consumer in a nursing facility. CCSP benefits costs do not include care coordination or administrative costs.

Annual Medicaid Difference Per Consumer Served by CCSP instead of a Nursing Facility			
SFY 2006	SFY 2007	SFY 2008	SFY 2009
\$11,674	\$18,329	\$18,023	\$17,048

Figure 2

EXPENDITURES

In SFY 2009 the CCSP reimbursed provider agencies \$115,707,730 for consumer services provided. The state administrative cost was only 1% of the total expenditure for the CCSP.

CCSP PROGRAM COSTS SFY 2006 - SFY 2009				
CATEGORY	SFY 2006	SFY 2007	SFY 2008	SFY 2009
Consumer Service Benefits ¹	\$107,653,653	\$106,236,256	\$111,023,996	\$115,707,730
Care Coordination	\$21,099,894	\$22,080,277	\$22,827,003	\$22,662,505
State Administration	\$1,328,275	\$1,436,256	\$1,160,936	\$1,167,046
TOTAL	\$130,081,822	\$129,752,789	\$135,011,935	\$139,537,281

¹ Consumer service benefits data is based on ACS client payment files.

Figure 3

Comprehensive care coordination is the foundation of providing consumer-centered care to CCSP consumers. Care coordination assures that enrolled consumers receive cost-effective, appropriate, and coordinated services. The average care coordination cost per consumer in SFY 2009 was \$1,799.

CONSUMER ELIGIBILITY & DEMOGRAPHICS

The CCSP is the service choice for 92% of eligible consumers assessed.

Community Care Services Program (CCSP) consumers must meet the same medical, functional, and financial criteria as consumers receiving nursing home care under Medicaid. The goal is for coordination of services and resources to support the client remaining in the community as long as possible.

Area Agencies on Aging “Gateway” information and referral staff conduct telephone interviews to screen consumers for potential eligibility for the CCSP:

- Consumers are prioritized for referral to CCSP based on the results of the telephone assessment. Consumers with highest levels of impairment and greatest unmet needs are the first to be referred when funding is available.
- A face-to-face RN assessment is conducted to verify eligibility and to determine services needed to meet the consumer’s needs. The care coordinator utilizes Medicaid and community based non-Medicaid resources.
- The client’s physician approves the plan of care and authorizes services in the community.
- Eligibility staff at the DFCS determine consumer financial eligibility for Medicaid.

CONSUMER DEMOGRAPHICS

In SFY 2009 12,599 consumers received CCSP services that supported their choice to remain in the community.

Consumers Served by CCSP

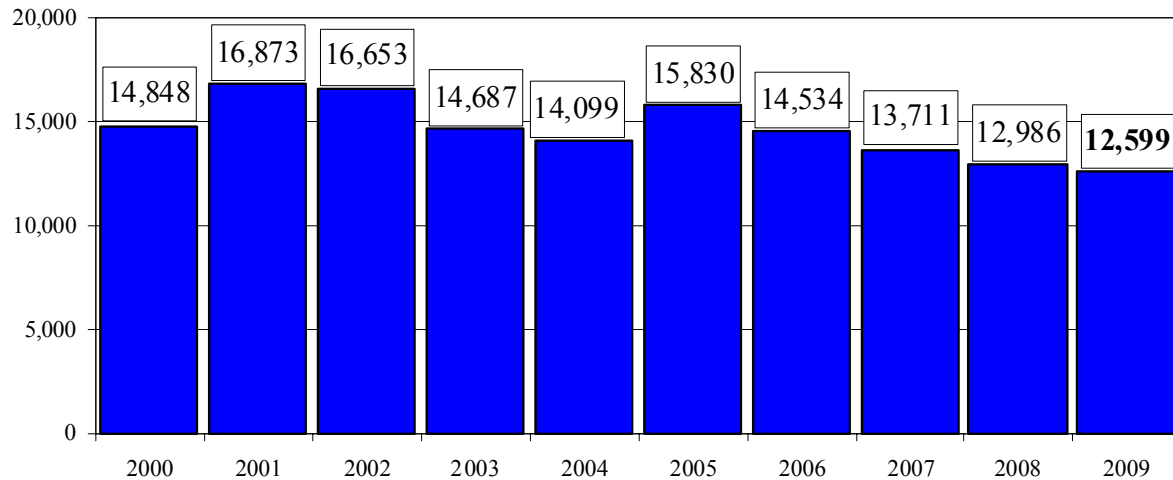


Figure 4

**CCSP Consumers by Age & Gender
SFY 2009**

Age Category	# Consumers	Percentages
Consumers 100 years of age or older	123	1%
Consumers 90 years of age or older	1,663	13%
Consumers 85 years of age or older	3,253	26%
Consumers 75 years of age or older	6,377	51%
Consumers 60 years of age or older	9,854	78%
Consumers under 60 years of age	2,740	22%
Gender	Female 9,272 Male 3,327	74% 26%

Percentages are rounded

Figure 5

CCSP Consumers by Race

In SFY 2009 fifty-three percent of CCSP consumers were Caucasian and forty-two percent African Americans.

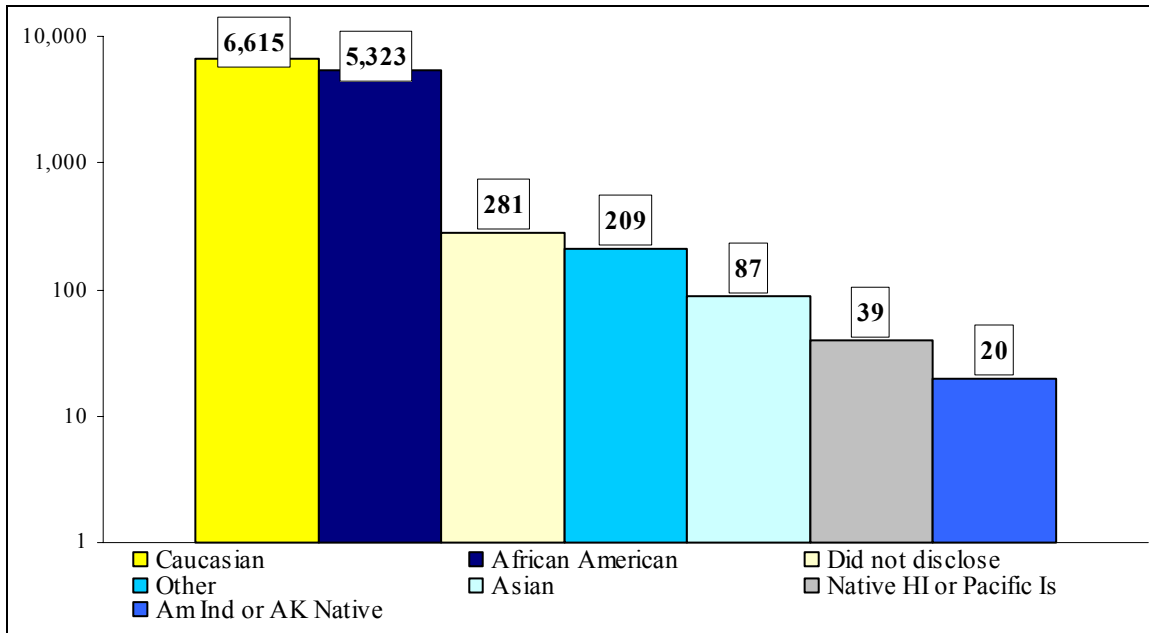


Figure 6

CCSP CONSUMER AVERAGE LENGTH OF STAY & REASONS FOR DISCHARGE

The average length of time consumers enrolled in the CCSP continue to live in the community is over four years. Since SFY 2000, that is a 44% increase in how long CCSP consumers remain in the community.

The need for continuous/ higher level of skilled care services causes 28% of those discharged from the CCSP to enter a nursing facility. Caregiver burden is one reason consumers enter a nursing facility.

Disposition of Discharged Consumers – SFY 2009	
▪ Death	39%
▪ Nursing facility placement	28%
▪ No Services Provided/Moved From Service Area/ Other/ No Longer Eligible/Never Received Service	17%
▪ Requested Termination/Refused Services	12%
▪ Over Income/ Other Programs	5%

Percentages are rounded

Figure 7

CCSP SERVICES

UTILIZATION & EXPENDITURES

CCSP Consumers Use of Services

This is a duplicated consumer count. Consumers may receive more than one service.

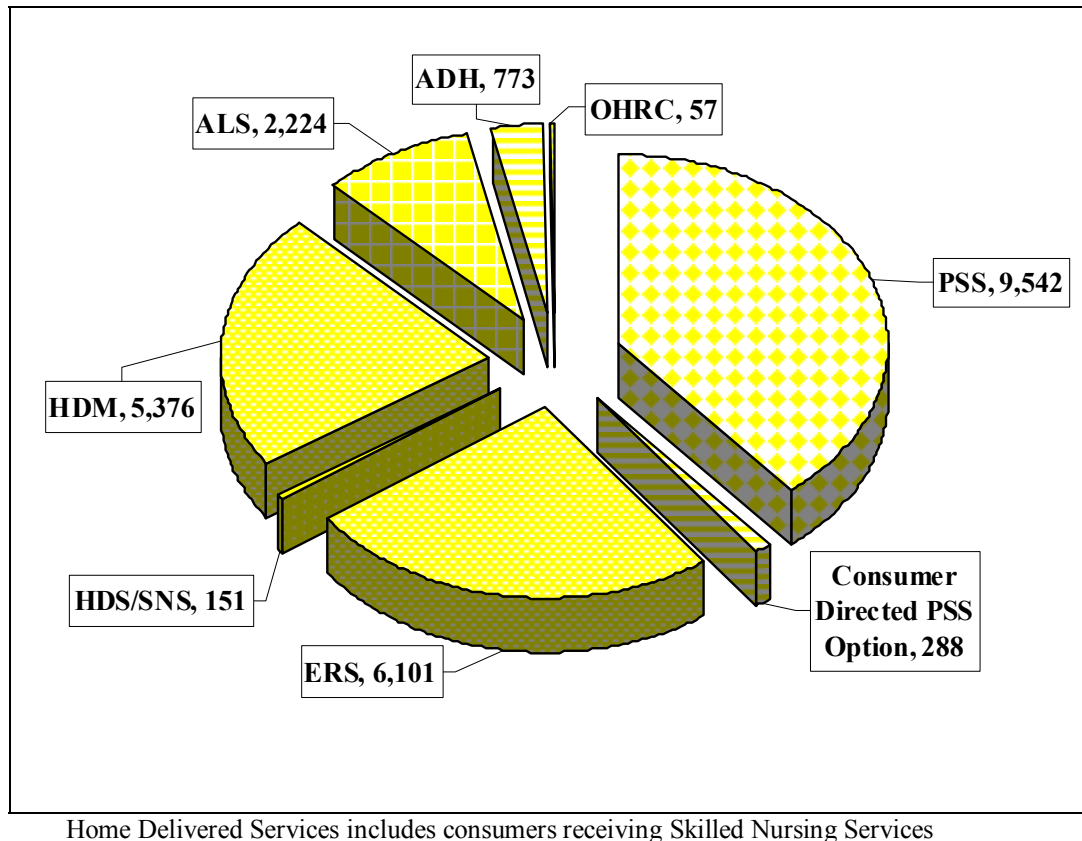


Figure 8

The Consumer Directed PSS Option grew from 99 to 288, a 191% increase evidencing consumer interest in this service delivery model.

76% of CCSP consumers used Personal Support Services which accounted for 72% of total CCSP expenditures.

48% of CCSP consumers used the cost-effective Emergency Response Services.

Alternative Living Services ranked second in expenditures, accounting for 11% of CCSP Medicaid provider services costs.

CUSTOMER SATISFACTION

In SFY 2009, consumer satisfaction with CCSP services averaged 92%. Consumer satisfaction with CCSP care coordination was 94%. Ninety-three (93%) percent of consumers report the CCSP care coordinator assisted them in having a better quality of life.

CCSP CONSUMERS BY PAYMENT SOURCE

According to their income levels, 61% of consumers pay a portion of the cost of their services known as “Cost Share”. The remainder is paid by Medicaid.

37% of CCSP consumer costs are fully paid by Medicaid, because the consumer’s income is at/ less than the federal Supplemental Security Income (SSI) level.

Services for 2% of CCSP consumers are provided at no cost to Medicaid because the consumer pays the entire cost of CCSP services.

Consumers Served and CCSP Medicaid Funds Expended By Service Type - SFY 2009				
CCSP SERVICE	CONSUMERS SERVED	% TOTAL CONSUMERS	FUNDS EXPENDED	% TOTAL FUNDS
Adult Day Health (ADH)	773	6%	\$5,183,822	4%
Alternative Living Services (ALS)				
- Group Model	1,601	13%	\$9,944,610	8%
- Family Model	623	5%	\$3,738,748	3%
Consumer Directed PSS Option (CDPSS)	288	2%	\$3,793,941	3%
Emergency Response Services (ERS)	6,101	48%	\$1,427,371	1%
Home Delivered Meals (HDM)	5,376	43%	\$8,741,488	8%
Home Delivered Services (HDS) / Skilled Nursing Services (SNS)	67	1%	\$68,383	<1%
	84	1%	\$133,411	<1%
Out-of-Home Respite Care (OHRC)	57	<1%	\$79,029	<1%
Personal Support Services (PSS, PSSX)	9,542	76%	\$83,094,928	72%

Consumers may receive more than one service. Percentages are rounded.

Figure 9

PROVIDERS OF SERVICE

Provider agencies enrolled in the CCSP deliver services ordered by the consumer's care coordinator and primary physician. The CCSP state office processes agency CCSP and Medicaid applications, recommends qualified applicants to DCH for CCSP Medicaid enrollment, and provides training to prospective service provider agencies.

The CCSP manages, coordinates, and provides services to consumers by partnering with 451 public and private licensed CCSP enrolled businesses and agencies. The CCSP supports local economic business development.

PROVIDER AGENCIES BY SERVICE TYPE * - SFY 2009	
Adult Day Health	57
Alternative Living Services - Family Model	18
Alternative Living Services - Group Model	138
Consumer Direction Option – Financial Management Service	1
Emergency Response Services	13
Home Delivered Meals	31
Home Delivered Services/ Skilled Nursing Services	8/ 50
Out-of-Home Respite Care Services	7
Personal Support Services	210

* Some providers provide more than one service

Figure 10

DEMONSTRATING RESULTS

Caring for older and/or vulnerable individuals in the community, the CCSP supports families in keeping consumers at home and assists consumers in their choice to remain in the community. The DHR mission is to provide Georgia with customer-focused human services that promote child and adult protection, child welfare, stronger families and individual self-sufficiency.

...Assistance in community provides safety and nutrition

"I am the primary caregiver for my mother and I work full time. I am so grateful for the services my mother receives from Community Care. Knowing my mother has the ERS in the home provides safety and security for her and peace of mind for me when I am at work. The meals are a tremendous help for my mother as well because they are providing good nutrition for her. We do not know what we would do without the CCSP."

Daughter caregiver of female consumer age 56
Savannah, Coastal GA Area Agency on Aging

"I've got everything I need now. The aide fixes my meals and makes sure I have ice and water beside me. I couldn't do without her. I have had her nearly 9 years. She is my family now. My ERS button makes me feel a lot safer. I have used it before. My daughter has to work. She can't do everything for me. She checks on me every night."

Female consumer age 92
Monroe, Northeast GA Area Agency on Aging

"I depend heavily on CCSP for assistance with personal care, help in and out of shower, light housekeeping, laundry, grocery shopping and errands. I receive 2 meals daily due to my inability to bend or stand long enough to prepare meals. I don't know what I would do without my aide's help, she is just like my daughter. Everyone with Community Care has been caring and helpful with my every need. I would not be able to live alone without CCSP help."

Female consumer age 65
Gainesville, Georgia Mountains Area Agency on Aging

...Care at home attributed to client's improvement

The client is a 42 year old male who had a heart attack/stroke with brain injury from lack of oxygen. The client's parents are elderly and provide total care, 24 hours a day. The client is only able to move when the caregiver moves him. None of the nursing homes in the surrounding area would take him because he required more care than they could provide. On admission to CCSP in 2008 he was unresponsive. The doctors told the family the client condition would not change. With the love and care that the client receives, at home, from his parents, aides and nurses, the client's condition is improving. He now drinks from a straw and is saying a few words. He follows simple commands like blink his eyes.

The caregiver states without help provided by CCSP services, they could not care for the client at home. The client's mother attributes the client's progress to the excellent care the client receives at home. She said the client would not get the love and care in the nursing home that he gets at home. She is up at night with the client, and turns him every two to three hours. So, when the client receives respite care, the caregiver rests. The mother states that PSS aide gives the client his bath, does his personal care, changes his bed and cleans his room. She works with the client, talking and reading to him, and the client responds to her. The caregiver stated having the respite care also gives her a chance to go out with her spouse, so they can have a more normal life. The CCSP services are a big help to the client and are greatly appreciated.

Elderly parent caregivers of male consumer age 42
Blackshear, Southeast GA Area Agency on Aging

...Effective support for generations of a family

"I am unable to take care of my mother due to my health. The aides give her a bath, wash her clothes, empty her potty chair, and feed her, while my son works. I think this program is 100% effective."

Daughter caregiver of female consumer age 100
Douglas, Southeast GA Area Agency on Aging

"I really appreciate the services. CCSP has improved quality of life for me and my caregiver."

Male consumer age 47
Columbus, Lower Chattahoochee Area Agency on Aging

"Mother loves going to the adult day health center. She thinks she is going to work and it gives her a sense of purpose. Once a week I receive respite services, which along with the center allows me to keep mom at home and continue to work. I don't know what I would do without the help."

Daughter caregiver of female consumer age 86
Maysville, Northeast GA Area Agency on Aging

LONG TERM CARE OPTION

- CCSP provides caregiver support services to ease family burden
- CCSP is a resource for community information
- CCSP offers referrals to consumer services as a cost-efficient alternative to nursing facility placement.

...Community Care, providing peace of mind

"I want to thank Community Care for your assistance in finding the right program for her while she was living in my home, and helping us through the Medicaid application process. From our first contact to later communications, we were continually impressed with the care and concern you demonstrated for us and for my mother. Without your help, I would not have been able to fulfill my promise to keep her with me until she died, and that meant everything to me. Her passing was peaceful, and I was holding her hand and telling her I loved her when she took her last breath."

Daughter caregiver of female consumer age 83
Rome, Northwest GA

"I thank God for these services because I don't know how I would keep my wife in the home without them. I really don't want to put her somewhere that she does not want to be."

Spouse caregiver of female consumer age 69
Colquitt, Southwest GA Area Agency on Aging

"I would not be able to fulfill my mother's wish to be able to stay at home and die at home, rather than in a nursing home. I want the best care for mom, and I feel blessed to have this program."

Caregiver, female consumer age 93
Sparta, Central Savannah River Area Agency on Aging

"This program has helped me stay independent. I can stay in my own house and don't have to rely on my children to take care of me because they have to work. I can't cook and clean like I use to so I get the meals and my helper. I don't want to go into the nursing home so I'm thankful for this program."

Female consumer age 75
Columbus, Lower Chattahoochee Area Agency on Aging

AAA GATEWAY INFORMATION, REFERRAL & ACCESS TO SERVICES

...Access to services & information

"I am so glad I called the ARC Gateway. The person was very respectful, and I was very pleased with the way she talked to me. She provided excellent customer service and I felt everything was explained completely. Also all the information she sent was very helpful."

Consumer, Atlanta Regional Commission

"I was sitting here last month just twisting my fingers because I knew help was out there, but I didn't know how to access it. You just opened up the door."

Consumer, Atlanta Regional Commission

SUPPORT

...Sense of personal dignity and improved physical condition

"The Community Care Services Program has significantly improved my quality of life. I have someone to call and discuss questions and potential issues. My care coordinator is thoughtful, helpful, and amazing at trying to get answers and calm my fears. I have a sense of dignity, as I do not have to ask family to help me bathe. I have the help of someone specific in the field. While I wish I could do it all myself, I feel now that my hygiene is improved along with my current physical condition."

Female consumer age 74

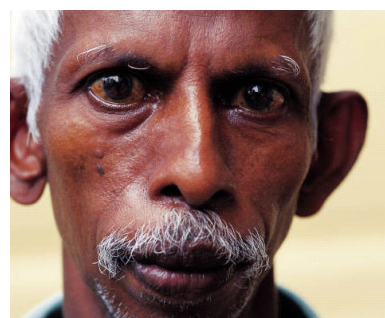
LaGrange, Southern Crescent Area Agency on Aging

...Services make me feel safe

"I have multiple medical problems and had surgery last month. The personal support aide provides so much help to me that I could never do myself such as helping with bathing, grooming, and personal care, especially now after shoulder surgery. The aide also assists with cooking, shopping, and housekeeping chores of cleaning and laundry. I have used my ERS unit at least two times in the past year and the response was very helpful. I know I am safe with CCSP assistance."

Consumer age 60

Poulan, Southwest GA Area Agency on Aging



"I could not make it in my home without the personal support services, safety button and meals that I do have in my home. I am not capable of doing the things that I once had been able to do. I am appreciative of my CCSP services."

Male consumer age 88

Rochelle, Heart of GA/ Altamaha Area Agency on Aging

"Without the Community Care Services Program my husband would not get to enjoy being at home. The program has helped me to care for him and keep him with his family. The program and care coordinators are a blessing."

Caregiver wife of male consumer age 69

Warner Robins, Middle GA Area Agency on Aging

INDEPENDENCE



...Community living with some help

"I am very happy with CCSP. CCSP has done everything to make my life happy and comfortable. Every time I call, my care coordinator is always eager to help me. If she is not there, she returns my calls in a timely manner. I am very happy with my aide. She shops for me, helps me bathe since I got injured, fixes my lunch, runs errands. My ERS gives me a lot of peace of mind. I wear it every day. It means a lot to have it in case I need it. I enjoy being able to stay in my own home. I have more independence and all of these services make that possible for me."

Female consumer age 64
Waycross, Southeast GA Area Agency on Aging

"By having the emergency button, personal support services, and home delivered meals in my home, I am able to live alone and maintain a normal life. As my overall health problems change, I need more assistance. Without the CCSP services, I would become a burden to my family. I am able to live independently."

Female consumer age 64
Columbus, Lower Chattahoochee Area Agency on Aging

"I can't do for my wife like I used to. We do the best we can. My niece can't do it all. I'm not able to help my wife with her bath or do any mopping. I can make us something small for breakfast. We get the home delivered meals for lunch. Our niece helps us with supper. We've been here a long time and want to stay."

Care givers niece & spouse of female consumer age 88
Monroe, Northeast GA Area Agency on Aging

"It's a tremendous factor in keeping my mother at home. The aide assists in many tasks not just physically, but emotionally too. It makes her feel important to be able to live alone, but without CCSP she would not be able to."

Daughter caregiver of female consumer age 88
Douglas, Southeast GA Area Agency on Aging

100 years and still living at home:

The 80 year old caregiver daughter enjoys her mother's independence, and reports that the doctor said "don't change anything, don't change the services, keep her at home".

100 years and still exercising:

The CCSP aide walks with her every day in the high rise hallways, and outside on moderate days.

100 years and still enjoying an ice cream:

She has problems with swallowing, so she has been eating number two baby food for five years. When she joins the lunch group, she just eats the ice cream.

100 years and still belonging to a community:

The neighbors watch over her, and she enjoys visiting.

Caregiver daughter age 80 of female consumer age 100
Augusta, Central Savannah River Area Agency on Aging

CHOICE

...Having a choice

"Ya'll are so nice and take very good care of me. If it weren't for what you people do I would end up in a nursing home or worse and Lord knows I don't want that. I just wanted to let you know how much I appreciate what you do for me and all the services I receive. It has just been a blessing from God and I thank Him and every one of you that help me out."

Female consumer age 81
Ashburn, Southeast GA Area Agency on Aging

...Grateful to be home again

Client was in the nursing home for several years before being referred to CCSP. With the assistance of CCSP she lived on her own for two years before needing knee replacement. After the surgery she went into the nursing home for rehab. Home again, she receives PSS aide for 2 hours 7xwk, Home Delivered Meals, and a skilled nurse once a month. Client states, "When you helped me leave the nursing home the first time I was so happy. But when you brought me home again, I was so happy I cried. My girls (aides) help me get a bath and keep my house so clean. I know I would have to stay in the nursing home without you. Thank you. You know I love you."

Female consumer age 73
Glennville, Heart of GA/Altamaha Area Agency on Aging

...Returned will to live and happiness in community

"Mom and Dad were in the nursing home for several years and were miserable. Dad developed depression and Mom wanted to go home so badly. I would visit them at the nursing home and you could see the will to live was disappearing. Through CCSP, I was able to bring them both back to their home. They are so happy. CCSP services allow me to continue to work and care for my own family and gives me peace of mind about my parents."

Caregiver son of consumers age 84 & 81
Whitesburg, Southern Crescent Area Agency on Aging

...Community based support prevents institutionalization

"I appreciate the CCSP services and the care coordinators who come out to visit. Without the assistance my family is receiving they would be in a nursing home because it is very hard on me to take care of them by myself. I just would like to thank you for all you do to keep families such as us living in the community with the assistance of the [service] provider and care coordinator."

Caregiver daughter of two consumers, mother age 86 and son age 42
Moultrie, Southwest GA Area Agency on Aging

"I wouldn't be here in my home without the CCSP services. My aides make sure that I am taken care of and don't need for nothing. Sometimes they make me feel better just by being here. I get the meals, and I always have something to eat, even if I can't stand up too long. I've got my button, and it makes me feel better, just having it because I have fallen a few times. My husband had this help too. I thank the Lord everyday because he was able to stay at home where he wanted to be. I couldn't have stood having him in the nursing home for his last days. I can't say enough."

Female consumer age 90
Waycross, Southeast GA Area Agency on Aging

CAREGIVER BURDEN RELIEF

"I have peace at night knowing that I have someone who cares about me and is helping me. Having someone other than family is wonderful because it takes the burden off of them and gives me independence. My care coordinator fills in the blanks; there are no gray areas. Everything is covered for me and I am taken care of because of the Community Care Services Program."

Female consumer age 73
LaGrange, Southern Crescent Area Agency on Aging

...Client taking care of client in the community

"I am a 77 year old female who has multiple health problems. Although I am also a client in the CCSP, I am the primary caregiver of my 80 year old spouse who has progressed dementia along with multiple health problems. We both receive home delivered meals, personal support services, and the emergency response system. My husband and I have always been against nursing home placement, and I know if it was not for the services they receive from the CCSP we would not be able to remain in our home. We are both grateful for the ladies who come out to help me care for my husband as well as care for me. The home delivered meals are a big help especially when we don't have enough financially to keep groceries in the home, the meals help out plenty."

Caregiver female consumer age 77 of male consumer age 80
Camilla, Southwest GA Area Agency on Aging

"The aides help me out a lot. On the three hour day they are here so that I can go to the store or just do things I need to do. The nurses do her blood work then they let me know how much Coumadin to give her."

Daughter caregiver of female consumer age 53
Pearson, Southeast GA Area Agency on Aging

"It is so hard and tiring to take care of him by myself. I appreciate and need the respite to have free time to myself. I am grateful for the help with his care, but mostly for the respite."

Caregiver wife of male consumer age 81
Nashville, Southeast GA Area Agency on Aging

"My mother suffers from Alzheimer's. I have to constantly watch her for fear of her running into the highway. I appreciate the respite care so much. This gives me the rest that I need."

Caregiver daughter, female consumer age 87
Lumber City, Heart of GA/ Altamaha Area Agency on Aging



STATEWIDE COLLABORATION

Consumers receiving CCSP services may also benefit from the statewide service network and the cooperation and partnership of state and local agencies and private businesses.

NOTE: SFY 2009 was prior to the Governor's reorganization of state government agencies, so in this *Annual Report* Departments, Divisions and Offices retain their former names.

Division of Aging Services (DHR/DAS):

- **Community Care Services Program**
- **Program, Development & Operations Section**
- **Planning & Evaluation**
- **Long Term Care Ombudsman**
- **Adult Protective Services**
- **Elder Rights & Advocacy**

Department of Community Health, Division of Medical Assistance (DCH/DMA)

Office of Regulatory Services (DHR)

Division of Family & Children Services (DHR)

Division of Mental Health, Developmental Disabilities & Addictive Diseases (DHR)

Area Agencies on Aging:

- **CCSP Care Coordinators**
- **CCSP Service Providers**
- **Gateway (Information, Referral & Assistance)**
- **Non-Medicaid services**
- **Database of local services and resources**

DAS has the primary responsibility for development and operation of the CCSP. Coordination of the various entities working together to deliver quality consumer-focused and cost effective services to eligible consumers is the priority of the CCSP. Collaboration with DAS Sections, particularly Adult Protective Services and Planning, Development & Operations (non-Medicaid community-based services) enhances resources available to consumers.

Under federal administration by the Centers for Medicaid & Medicare Services, **DCH/DMA** administers the CCSP waiver program, enrolls and reimburses service providers, and monitors program and services compliance.

ORS is the regulatory and licensing entity for CCSP service providers.

DFCS determines consumer Medicaid eligibility and cost share for services.

MHDDAD provides mental health resources for CCSP consumers in need of services, and partners with DAS in grant projects and initiatives.

AAAs contract with DHR DAS to serve as Lead Agencies or regional managers of the CCSP. The twelve AAAs serve as the local "Gateway to Community Resources" for consumers and their families, service providers, and potential service providers. The AAAs manage service benefit allocations, assuring the CCSP does not exceed budget limitations.

QUALITY PARTNERSHIPS - SFY 2009

- ***Aging and Disability Resource Connection (ADRC)***

DAS and the Department of Human Resources Division of Mental Health, Developmental Disabilities & Addictive Diseases

In SFY 2009, 47,511 individuals over age 60 received information and assistance services through a local ADRC in Atlanta Regional Commission, Central Savannah River Area, Coastal Georgia, Northeast Georgia, Northwest Georgia, and Southern Crescent Area Agencies on Aging. Over 74,000 care givers contacted ADRCs.

Georgia's ADRC is a coordinated system of partnering organizations where people of all incomes and ages can get information on the full range of long term support options. The ADRC is dedicated to:

- Providing accurate information about publicly and privately financed long-term supports and services to consumers, caregivers, and professionals
- Offering a consumer-oriented approach to learning about the availability of services in the home and community
- Alleviating the need for multiple calls and/or visits to receive services
- Supporting individuals and family members who are aging or living with a disability.

- ***Consumer Direction***

CCSP and DHR Division of Mental Health, Developmental Disabilities & Addictive Diseases and the Department of Community Health

In SFY 2009, 288 CCSP consumers elected the Consumer Directed Personal Support Services (CD-PSS) option, a 191% increase in service choice over one year. This service meets eligible consumer and caregiver needs. The Centers for Medicaid and Medicare Services (CMS) approved a CCSP waiver amendment in 2007 to allow eligible CCSP consumers the authority to organize their service resources, the choice in determining their needs, and the responsibility for planning and managing their own Personal Support Services service delivery and staffing support.

- ***Nursing Facility to Community Transition & Money Follows the Person (MFP)***

CCSP and all other waiver programs



In SFY 2009 the CCSP admitted 30 consumers from nursing facilities under the 5-year Center for Medicare & Medicaid Services funded demonstration project "Money Follows the Person".

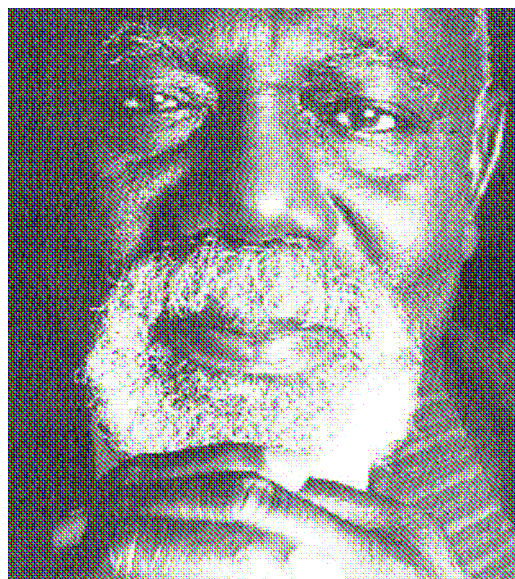
The initiative provides necessary support and services to Medicaid-eligible consumers in nursing facilities who choose to transition to qualified community-based residences.

It is projected that 375 nursing facility consumers will transition into the community under the Elderly and Disabled waiver over the period of the grant.

- **Caregiver Assessment**
DHR DAS and University of Wisconsin- Madison

As part of a grant awarded to UWM and DAS in 2007 by the Administration on Aging, DAS is conducting an evidence-based study to evaluate a caregiver assessment instrument for care coordinator use and protocols for linking caregivers (TCARE).

The project has been approved as a longitudinal study through March 31, 2010. Preliminary data indicates that caregivers in the treatment group receiving TCARE had lower levels of identity discrepancy, stress burden, and depression at the three month follow up and six month follow-up assessment. These differences were statistically significant and the differences between the two groups became larger at the six month point.



DESCRIPTION OF CCSP SERVICES

Care Coordination

The care coordinator RN assesses the consumer's medical, functional and social problems/needs to determine the appropriateness for the CCSP and, with input from the client, caregiver, and physician develops a specific comprehensive consumer-focused plan of care for each consumer admitted to the CCSP. The care coordinator (Registered Nurse or Social Worker) links consumers to service providers, links families and consumers to other community-based and non-Medicaid services, and monitors provider services for consumers. The CC avoids duplication and over-utilization of services and assures that consumer costs are contained, by planning, brokering, coordinating, and evaluating delivery of service(s) to assure that appropriate services are provided in a timely and cost effective manner.

"I extend my sincere appreciation to my mother's Care Coordinator. She is devoted to her job, takes time to listen, and assists in developing resolutions to problems. I feel good that she is my mother's Care Coordinator."

Son caregiver of female consumer age 81
Jackson, Southern Crescent Area Agency on Aging

"I have been with the Community Care Services for a long time. My care coordinator has been with me for a few years and I want to say for one person, she truly does an awful lot to help me. It's truly a comfort to know that I can count on her through whatever at the time is going on. Example... when I needed a shower chair she made the call that was needed and now I have a new shower chair. Community Care Services has truly been a blessing to me. Many thanks to you and may god bless. I trust and pray that the services will continue to be around for a long, long time which is needed along with good workers like my care coordinator."

Female consumer age 53
Rome, Northwest GA Area Agency on Aging

Adult Day Health (ADH)

ADH provides care in a community-based day program for consumers who are functionally or cognitively impaired. ADH provides consumers a variety of activities, health, therapeutic and social services in a group setting: nursing care, special therapeutic services, personal care services, planned therapeutic activities, dietary services, transportation, and social work services. Mobile Day Care responds to needs for service of seniors living in rural areas.

“This program has helped us so much. We would never be able to afford the services without it. My daughter is happy attending the ADH program. It is good for her to be able to socialize with other people and maintain as much independence as possible. She has made some good friends in the program. I have recently had two surgeries and don’t know how I could have taken care of my daughter without the assistance. As I have aged, I have come to appreciate the program more and more.”

Mother caregiver age 74 of female consumer age 47
Americus, Lower Chattahoochee Area Agency on Aging

“It does me good to go to the ADH center. If I didn’t go I’d be depressed. I play with the cat and I generally avoid cats. The staff there is like family.”

Female consumer age 47
Wrens, Central Savannah River Area Agency on Aging

Alternative Living Services (ALS)

ALS provides 24-hour supervision, medically-oriented personal care, routine nursing supervision, and health-related support services in a residential setting other than the consumer's home. This service is provided in state licensed personal care homes.

“The Community Care Program is a wonderful program. My mom now stays in an ALS that she considers home. Her being happy at a facility that helps me to meet her needs is a blessing. I don't have to worry as much about her being safe and I know she is eating nutritious meals and being taken care of. She has other family members who have lived in the nursing home setting and she was against the thought of a nursing home for her. The CCSP has allowed me to obtain supervised care for her 24 hours a day while still allowing her to live in a home setting that she likes.”

Daughter caregiver of female consumer age 85
Warner Robins, Middle GA Area Agency on Aging

“Nothing beats being at your own house. I can’t say nothing bad about this home. We eat good and they keep it clean. I’ll tell anybody to try it before they put their family in a nursing facility.”

Female consumer age 79
Washington, Central Savannah River Area Agency on Aging

**Consumer Directed
Personal Support Services
Option (CDPSS)**

The eligible consumer hires and supervises worker(s) of choice who provide a range of PSS support services for the CCSP consumer. The consumer must also enroll in Financial Management Services (FMS): the provider agency issues worker paychecks and on behalf of the consumer adheres to federal and state tax laws.

"I am a mother of three and my son is on the CCSP program. I have consumer direction which is the best. It helps me be less stressed and my son has an excellent caregiver that I hired. It's just less stress and best for my family. I'm grateful for this service through CCSP."

Mother caregiver of male consumer age 15
Athens, Northeast GA Area Agency on Aging

"My granddaughter has been on the CCSP program for 14 years. For the last two years we have been under the consumer direction program and it has been a blessing. It has provided me (the caregiver) the opportunity to hire my own quality aides. I also have the flexibility to schedule my aides around my needs and my granddaughter's. Thank you, Community Care, for having such a great program."

Grandmother caregiver of female consumer age 18
Eden, Coastal GA Area Agency on Aging

Emergency Response Services (ERS)

ERS provides an in-home electronic support system for two-way communication between isolated consumers and a communication control center twenty-four hours a day, seven days a week.

I asked my spunky 100 year old client, "What is the button for that you wear around your neck?" Her delightful response: "You think I am stupid or something! I push the button if I fall or if I need help."

Female consumer age 100
Augusta, Central Savannah River Area Agency on Aging

"I have always advocated for CCSP and know it to be a valuable service for aged and disabled allowing them to remain in their homes. I am blind. If CCSP was not here for me, I could not live alone. I feel safe with the ERS and when I have used the ERS I received a quick response."

Female consumer age 59
Athens, Northeast GA Area Agency on Aging

"My mother has been on the CCSP for three years and I feel that it is one of the best things ever thought of. She has had ERS for 6 months, and she had to use it once. They responded so fast. I appreciate all of the help the aide gives. I have to work to support my children but it is easier going to work knowing that my mom is well taken care of and has her button if she falls or feels too bad to call me at my job."

Daughter caregiver of female consumer age 58
Brunswick, Coastal GA Area Agency on Aging

Home Delivered Meals (HDM)

HDM ensures improved nutrition to enhance consumer health and well-being. Consumers may receive home delivered meals only in conjunction with another CCSP service.

"I also love the food I get. I get a box of shelf-stable foods and frozen dinners. They are all delicious. Even the delivery guy is so nice and always so concerned about me when he delivers my food. I am not able to stand for long periods of time, and the food is so convenient for me."

*Female consumer age 67
Barnesville, Southern Crescent Area Agency on Aging*

"We appreciate any help we can get, and the aides know what to do when they get here. I can fix a little something but the meals help when I don't feel like moving."

*Consumers ages 92 & 94
Augusta, Central Savannah River Area Agency on Aging*

"The services have helped me tremendously because I work fulltime. I know that she gets her meals and is being taken care of while I am at work."

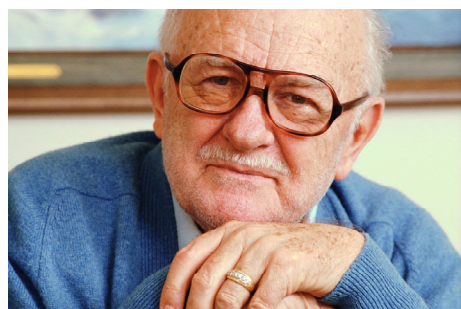
*Daughter caregiver of female consumer age 89
Homerville, Southeast GA Area Agency on Aging*

Home Delivered Services (HDS)

HDS Medicaid Home Health Services (HHS) provides traditional home health on an intermittent basis to consumers in their homes. Services include skilled nursing; physical, speech and occupational therapy; home health aide and medical social services.

Out-of-Home Respite Care (OHRC)

OHRC provides temporary relief for the individual(s) normally providing care.



Personal Support Services (PSSX)

PSS-X provides personal support services in a home setting that includes respite care for the full time caregiver over an extended period of time.

"Thank you so very much. You have no idea how much better I feel today. What a blessing!!! I was feeling so trapped and hopeless, like I would never ever be able to take a break as I cannot afford to pay for my mother's care. Now with scheduled out of home respite care for Mom, I have something to look forward to."

*Daughter caregiver of female consumer age 92
Marietta, Atlanta Regional Commission Area Agency on Aging*

"How likely is it that both of your parents will be diagnosed with Alzheimer's Disease? I wouldn't be able to care for them at home without the help. I'm appreciative for everyone although I may not say it enough."

Daughter caregiver of female consumer age 88
Evans, Central Savannah River Area Agency on Aging

"I don't know what I'd do without my aide. I would have no one to take me to doctor's appointments. I couldn't make my bed or clean my tub. I am very thankful for my aide."

Female consumer age 69
LaGrange, Southern Crescent Area Agency on Aging

Personal Support Services (PSS)

PSS provides a range of support services for CCSP consumers. Services include activities such as the provision of assistance and support with basic personal care needs, and stand-by assistance or supervision of consumers with inability to perform activities such as feeding, dressing, bathing, toileting, transferring or walking, as well as light housekeeping and running essential errands.



Client is bedbound and dependent for all care. She has dementia and fell and broke her hip and wrist. She has been lovingly cared for over many years by her daughter, who is now in her mid-70's and has declining health. At the last visit I made to this home, the daughter and grandson told me how much they appreciated a program like CCSP that would allow them to keep their mother in the home. They had strongly considered placement in a Nursing Home for her because the daughter has had many health issues. We were able to give them enough PSS hours to relieve the caregivers in the family of the daily bed bath and some of the housekeeping tasks related to the client. With the help of the aide they have decided to keep the client at home until her end. They said that they felt that the aide was "sent from heaven" because she was so loving and kind to the client as she went about her tasks. The client's grandson said that, "When the aide comes in the room, Grandmother smiles every time, so I know she feels the care. My family and I cannot thank you enough for helping us."

Daughter caregiver age mid 70 & grandson of female consumer age 98
Thomasville, Southwest GA Area Agency on Aging

"When someone is here I can go do what I need to do and not feel guilty. It really gives me a chance for a breather. It's a big help because they bathe him and dress him and that's a big relief for me. Without CCSP I wouldn't have any time."

Spouse caregiver, Male consumer age 63
Portal, Coastal GA Area Agency on Aging

"I have many health problems myself and could not keep my wife at home without the assistance of the CCSP aide. My wife would have to be in a nursing home."

Spouse caregiver age 85 of female consumer age 81
Martin, Georgia Mountains Area Agency on Aging

Division of Aging Services
“A partner in the Aging Network”

Community Care Services Program

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